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**CLAIMS**

What is claimed is:

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1. A method for electronically managing a cleaning organization and cleaning services rendered thereby to clients, comprising the steps of:

capturing an electronic comment from a client relating to a cleaning area serviced by a cleaning person within the cleaning organization;

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storing the electronic comment in a cleaning management database as part of a historical cleaning record;

sending the electronic comment to a manager of the cleaning organization;

classifying the electronic comment as part of a data group file with similar comments;

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communicating the electronic comment to a supervisor responsible for the cleaning area; and

providing the cleaning person with notification of the comment from the cleaning management database.

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2. The method as in claim 1, further comprising the step of replying to the electronic comment with a cleaning summary from the cleaning organization.

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3. The method as in claim 1, wherein the step of sending the electronic comment to a cleaning organization's management further comprises the step of sending the electronic comment to first and second level managers of the cleaning organization.

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4. The method as in claim 3, further comprising the step of enabling the second level manager to use a cleaning management module to route the electronic comment to the supervisor.

5. The method as in claim 1, further comprising the step of sending the electronic comment to a franchisor and a franchisee of the cleaning organization.

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6. The method as in claim 1, further comprising the steps of:

attaching a cleaning summary of the cleaning person to the notification

received by the cleaning person;

storing the cleaning summary as part of the historical cleaning record;

directing the cleaning management module to send the cleaning summary to the management of the cleaning organization; and

5 sending a reply to the client based on the cleaning summary from the manager of the cleaning organization, wherein the reply is routed to the client by the cleaning management module and stored in the cleaning management database as part of the historical cleaning record.

10 7. The method as in claim 1, wherein the step of storing the electronic comment further comprises the step of assigning the electronic comment to an instruction card used by the cleaning person in performing cleaning duties.

15 8. The method as in claim 1, further comprising the step of providing the supervisor, the manager of the cleaning organization, and assigned users of the client with access to the historical cleaning record.

20 9. The method as in claim 1, further comprising the step of distributing the historical cleaning record to the supervisor, the manager of the cleaning organization, and the client.

10. The method as in claim 9, wherein the step of distributing the historical cleaning record further comprises the step selected from the group consisting of emailing the historical cleaning record and telephoning the historical cleaning record.

25 11. The method as in claim 1, further comprising the step of searching historical cleaning records.

30 12. The method as in claim 11, wherein the step of searching historical cleaning records further comprises the step selected from the group consisting of searching the historical cleaning records by subject, searching the historical cleaning records by building, searching the historical cleaning records by cleaning person, and searching the historical cleaning records by comment.

13. A method as in claim 1, wherein the step of capturing an electronic comment further comprises the step of capturing an electronic complaint.

14. A method for electronically managing a cleaning organization, comprising:  
5 receiving an electronic request from a client by a cleaning organization manager;

routing the electronic request to an electronic instruction card that covers a cleaning area associated with the electronic request;

updating the electronic instruction card to include the electronic request; and

10 printing the electronic instruction card with the electronic request to insure complete resolution of the original request.

15 15. A method as in claim 14, further comprising the step of providing customized training based on the instruction card.

16. A system for electronically tracking cleaning, comprising:

a cleaning management database to store cleaning comments and responses to cleaning comments;

20 a client interface coupled to the cleaning management database, the client interface being configured to allow a client to enter cleaning comments into the cleaning management database;

a management interface coupled to the cleaning management database, and the management interface is configured to allow a manager to enter cleaning results into the database;

25 a supervisor interface coupled to the cleaning management database, and the supervisor interface is configured to allow a supervisor to view cleaning results and enter cleaning results into the database; and

a cleaner communication module coupled to the cleaning management database in order to distribute cleaning data to clients.

30 17. A system as in claim 16, further comprising a speech converter module, wherein the speech converter module can convert voice entries from a client into electronic text entries for storage in the cleaning management database.

18. A system as in claim 16, further comprising a text converter module, wherein the text converter module can convert cleaning management database text entries into audio messages for distribution to clients and to managers and supervisors of the cleaning organization.

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19. A system as in claim 16, further comprising an instruction card that is updated with cleaning comments that are received and processed.

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20. A system as in claim 16, further comprising cleaning person tracking records that store cleaning persons' work schedules in order to track when cleaning persons are working on a cleaning route.

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21. A system as in claim 16, further comprising a search module that allows clients, managers, and supervisors to search the electronic cleaning management database for cleaning comments.

22. A system as in claim 16, further comprising a telephone navigation menu that provides access to the cleaning management database over the telephone.

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23. A method for electronically enhancing security and tracking of a cleaning person, comprising the steps of:

generating a mapping database of a client area within a building where the cleaning person works;

storing a route assignment in the client area for the cleaning person;

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confirming a time and date a cleaning person worked;

merging the time and date, the route assignment, building, and mapping database to form an electronic work record for the cleaning person in order to enhance management tracking of an cleaning person.

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24. A method as in claim 23, further comprising the step of storing the electronic work record in an electronic management database.

25. A method as in claim 23, further comprising the step of providing managers and supervisors of a cleaning organization with access to the electronic work record.

26. A method as in claim 23, further comprising the step of using the information from the electronic work record in performance reviews.

5           27. A method for managing cleaning work tickets, comprising the steps of:  
                  capturing an electronic work ticket in a cleaning management database;  
                  sending the work ticket to a client in order to enable the client to confirm  
                  whether the client would like the work ticket to be performed;  
                  receiving a client's response to the work ticket; and  
10           storing the client's response to the electronic work ticket in the cleaning  
                  management database.

28. A method as in claim 27, wherein the step of capturing an electronic work ticket further comprises the step of generating the electronic work ticket with a survey.

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28. A method as in claim 27, further comprising the step of setting dollar amount limits for work tickets in the cleaning management database.

29. The method as in claim 27, wherein the step of storing the client's response to  
20 the electronic work ticket further comprises the step of storing a client's authorization to  
perform work outlined in the work ticket.

30. The method as in claim 29, further comprising the steps of:  
                  directing a cleaning person to perform duties outlined in the work ticket;  
25           saving a client's electronic approval of work performed by the cleaning person  
                  on the work ticket in the cleaning management database; and  
                  sending the work ticket out for billing after the client gives electronic approval  
                  for the cleaning person's work.

30           31. The method as in claim 30, further comprising the step of providing the client,  
the manager, and the supervisor with access to the electronic work ticket.